

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

LOBBY/COUNTER REPORTS
SUBJECT

DATE: January 24, 2008

NO: B-07

FROM: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: Lobby Reports
Counter Reports

I. POLICY

The policy of the Stockton Police Department is to provide direction on how simple types of crime reports may be handled by units other than patrol. These programs and systems are intended to augment, not replace patrol personnel, thereby freeing patrol personnel to handle more serious calls. The majority of these reports can also be completed via our Online Report System. Citizens can be directed to the lobby computer should they chose to use this option.

II. PROCEDURES

A. Lobby Reports

1. Common calls that qualify for Lobby Reports or Online Reports are:

- a. Petty/Grand Thefts when property value is under \$10,000 even if suspect is known.
- b. Auto Burglaries even if suspect is known.
- c. Stolen Vehicles even if suspect is known (lobby reports only).
- d. Attempt Stolen Vehicles even if suspect is known.
- e. Tampering with a vehicle even if suspect is known.
- F. Misplaced Vehicles (lobby reports only).
- g. Stolen Vessels, even if suspect is known (lobby reports only).
- h. Vessel Burglary even if suspect is known.
- i. Vandalism which is not a Hate Crime even if suspect is known.
- j. Malicious/Annoying telephone calls even if suspect is known.
- k. Lost property reports.
- l. Hit and Run accidents, minor damage and/or private property, with or without a valid suspect license plate of current location of suspect vehicle.
- m. Forgery (credit card, check, etc.) even if suspect is known.
 - (1) Theft by Access Card (484G pc)
 - (2) Identity Theft (529 pc)
 - (3) Fraud (530 pc)
 - (4) Forgery (470 pc)

Victim must reside in Stockton or the incident must have occurred in Stockton jurisdiction.

- n. Subsequent Reports.
- o. Matter of record/Matter of information reports.
- p. Dog stealing even is suspect is known.
- q. Missing Persons (lobby reports only)
- r. Courtesy Reports (another jurisdiction)

B. Counter Reports

1. Simple Violation of Court Order reports may be filed as counter reports. These include simple custody and harassment order violations.
 - a. Violations of Domestic Violence Court Orders may not be filed as a counter report.
2. The citizen obtains and completes the form at the Main PD Lobby. The citizen then turns the completed form in to the Lobby CSO. If no CSO is available, the citizen may leave the form with personnel at the counter for the next available Lobby CSO.
3. The Lobby CSO creates an ARS report with a Report Number (DR) and submits the counter report form as an attachment. The Lobby CSO will advise the citizen of the report number when the report is complete.

C. If any of these types of calls involve any form of domestic violence, a Patrol Officer must be dispatched.

1. There may also be circumstances and exception that occur which necessitate a response by Patrol personnel.